



Train Track Safety

Each day, trains cross the 140,000 miles of railroad tracks that span the United States, delivering goods to different towns and cities. Despite the train tracks present through most cities and towns, it is easy to overlook the presence of trains.

You may even drive over train tracks on your daily commute without ever actually seeing a train. However, even if you don't usually encounter trains, you should still know about safe behavior near train tracks in order to prevent an emergency or accident.

Trains are massive machines. For this reason, they are highly destructive to anything they hit and cannot easily or quickly slow to a stop. Remember some important safety tips for crossing train tracks either with your car or by foot.

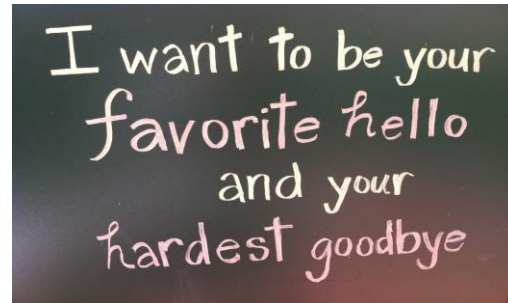
If you are crossing railroad tracks by foot:

- Never walk along the tracks.
- If a train approaches, stay far away from the edge of the tracks. Train cars can extend up to three feet outside the edge of the tracks.
- Never place any foreign object on the tracks. When a train collides with the object, it can fling it out from the tracks, causing serious injury or fatality to any bystanders.

If you are crossing railroad tracks by car:

- Slow down and look for the train in both directions. Modern trains are quieter and much faster than older models, and therefore you may not hear the train approaching.
- Always obey warning signals on the tracks. Never cross tracks when the crossbar is lowered or when lights are flashing.
- Never try to race a train across the tracks. A train could be moving faster than it appears.
- Never stop your car in the middle of the tracks.
- Never force any other vehicle to stop on top of the tracks. If the vehicle in front of or behind you is trapped on the tracks, attempt to move your vehicle so that the other car may clear the tracks.
- Use extreme caution when crossing tracks at night. Many night-time car accidents involving trains occur when a motorist drives a car directly into the side of a moving train. The side of a train is difficult to see in low light.

Building Strong Customer Relationships



Whether you're a RSSS or Manager, you need to always work on strengthening your relationship with your customer contacts. This means having a positive relationship with your direct customer contacts. Usually, your direct customer contact is the person that signs our delivery invoice. However, other people can have an impact on the decision of who they're going to use as their supplier. Here are a few examples:

- **Influencers:** These are the people that we don't always see every delivery, but they play a role in deciding on who their supplier will be. Some examples of influencers are--
 - Parts Manager in a car dealership
 - Warehouse Manager
 - General Manager
 - Executive Chef
 - Union Foreman
- **Line employees and Wearers:** These individuals can be your best friend or worst adversary. Just one unhappy uniform wearer or restaurant server can impact the opinions of their fellow co-workers. If the main decision maker hears enough complaints, they will start perceiving the service as problematic and a hassle.
- **Owners:** Though many owners allow others to decide who their supplier will be; they usually play some role in the final decision.
- **Purchasing Managers:** You can provide the best service in the world but unfortunately, many Purchasing Managers are interested in one thing -- receiving the lowest price possible. Having some form of relationship is critical, especially when the contract expiration date approaches.

A key question to ask is...**DO THEY ALL AT LEAST KNOW YOUR NAME?** This is a basic "litmus test" of where we stand on our relationship with those customer contacts. If they don't even know your name, your relationship is surface, at best. If they don't know the RSSS's name, that account is ripe for any competitor to come in and generate interest. If it is a medium or large customer and they don't know who their DM or RM is, we better get out there right away for an introduction. One way of doing this is during a route ride with an RSSS, don't forget to give the customers your business card and let them know you're always available if anything comes up.